

## Getting Help With PAGE

There are five main resources to get help with ePAGE:

Contacting a **School District Administrator**  
**Doc Library** at the left menu bar  
**Help** at left menu bar  
**Contact NDE** at the left menu bar  
**School District User Manual**

### Contact a School District Administrator:

If you are having trouble accessing ePAGE, do not have the appropriate access rights to a particular application, or for help with a variety of issues, contact a **School District ePAGE Administrator**.

Click **ePAGE Home**

The screenshot shows the ePAGE Home page. On the left is a vertical menu with items: ePAGE Home (circled in purple with a red arrow pointing to it), Search School Districts, Admin Tools, Edit User Info, Doc Library, Contact NDE, Logout, Planning Tool, Funding Applications, Address Book, and Help. The main content area has the title "ePAGE Electronic Plans, Applications, Grants and Expenditures" and a sub-header "Washoe County SD". Below this, it says "Current School District: Washoe County SD". A message follows: "If you are a school district user who is having trouble accessing the ePAGE, please contact a school district ePAGE administrator listed below:". A list of administrators is shown: Jim Barclay, Rob Luna (circled in purple with a blue arrow pointing to it from a box labeled "Second, Click One"), and Lauren Ohlin. At the bottom, there are links: "To select another school district to view, please click Search School Districts.", "To access School District Plans, please click Planning Tool.", and "To access Funding Applications, please click Funding Applications.".

Click the blue link on the name of a **School District Administrator** to obtain this person's contact information, or send an e-mail with **ePAGE Email**. See the topic **Home Page** to view a sample of the entire **ePAGE Email** process.

At this point you have the information to either call or e-mail a **School District Administrator**.

## Doc Library Menu:

Click **Doc Library** to go to the **ePAGE Document Library** page.

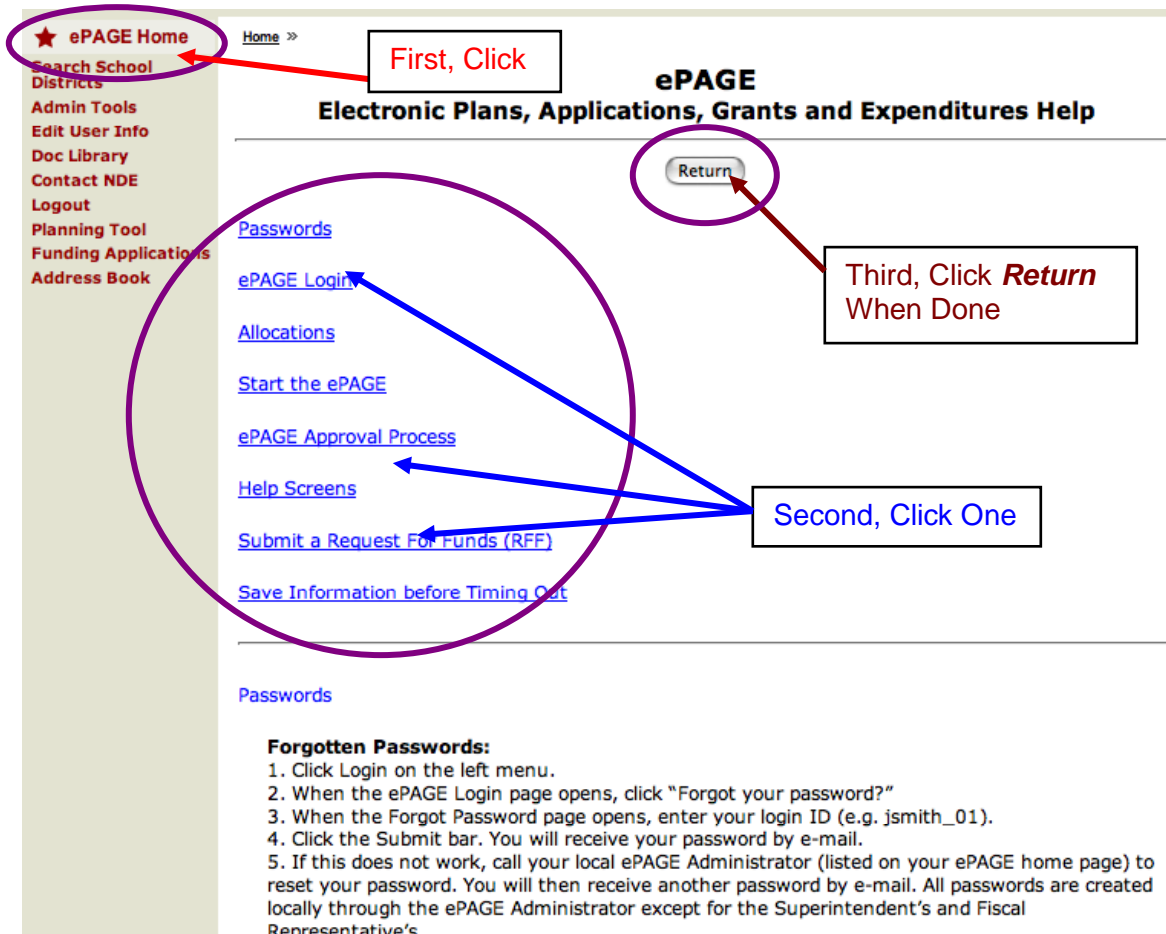
The screenshot shows the ePAGE Document Library interface. On the left is a vertical menu with items: ePAGE Home, Search School Districts, Admin Tools, Edit User Info, Doc Library (circled in purple), Contact NDE, Logout, Planning Tool, Funding Applications, Address Book, and Help. A red arrow points from the 'Doc Library' menu item to a box labeled 'First, Click'. The main content area has a breadcrumb trail 'Home >> Document Library >>' and a title 'ePAGE Document Library'. Below this is a search section with a 'Document Library Search' input field, a 'KEYWORD LIST' link, and a 'Search' button. A blue arrow points from a box labeled 'Second, Use Search Option, or ...' to the search input field. Below the search section is a list of links: '21st Century Application - Attachments for New Applicants MANDATORY', 'Partner Organization Form', 'Projected Utilization', 'Student Test Results', 'Accountability', 'E-PAGE', 'Using the E-PAGE Site (Navigating, Passwords, and Help)', 'Forms Used with the E-PAGE', 'Nonpublic School Service', 'Resources/Research (Useful Links)', 'Financial Information', 'Administrative Costs-Direct and Indirect', and 'Approval Process'. A large purple oval encircles the links from 'Accountability' down to 'Approval Process'. A blue arrow points from a box labeled '... Second, Click One' to the 'Accountability' link.

Scroll through the topics, selecting topics with a blue link, or use the **Search** option to find assistance.

## Help Menu:

Click **ePAGE Home**

Click **Help**



You will notice there are several blue links with topics you can click to obtain information. Click a **Blue Link**.

Click **Return** when done to go back to the previous page.

Help screens are linked to almost every page to provide information (navigating and basic program information) for completing the page. You must be on an **ePAGE page** to open the Help screen that pertains to it.

Go to the **ePAGE page** you wish to work with. In the following example, we are in the **Requests for Funds** page.

Click **Help** on the left menu bar.

The screenshot shows the 'RFFs Summary - Title I' page. On the left, the 'Help' link in the menu bar is circled in purple, with a blue arrow pointing to it and a box labeled 'Second, Click'. The main content area has the title 'RFFs Summary - Title I' circled in purple, with a red arrow pointing to it and a box labeled 'First, Notice the Current Page'. Below the title, project details are listed: Project Number: 16-01, C.F.D.A.#: 84.010, Project End Date: June 30, 2008, Final Allocation: \$10,950,062.32, Spending Plan Amount: \$10,947,062.32, and Refunds: \$0.00. A table titled 'Existing RFFs' shows one entry with Amount \$1,579,281.18, Request Date October 11, 2007, Status Released for Payment, Status Date 10/25/2007, and Voucher # 300 717090. A 'Print' link is next to the voucher number. Below the table are links to 'Click Here to Create a New RFF' and 'Return to the Project Selection screen'.

Amount	Request Date	Status	Status Date	Voucher #	Print
\$1,579,281.18	<a href="#">October 11, 2007</a>	Released for Payment	10/25/2007	300 717090	<a href="#">Print</a>

You will notice there are several blue links with topics you can click to obtain information. Click a **Blue Link**.

The screenshot shows the 'RFFs Summary - Title I Help' page. A large purple circle highlights a list of blue links: 'What information is available on this page?', 'How is a new RFF created?', 'How does an LEA access a RFF that has already been paid, or one that is currently being processed?', 'There are more RFFs for this project, but they aren't listed. Why?', and 'What is the voucher number of a RFF?'. A red arrow points from a box labeled 'First, Click One' to the first link. A blue arrow points from a box labeled 'Second, Click' to the 'Return' button at the top right of the help content area.

Select **Return** when done to go back to the previous page.

## Contact NDE Menu:

Click **Contact NDE** from the left menu bar.

Click the blue link **Contact NDE**.

The screenshot shows the ePAGE interface. On the left is a vertical menu bar with the following items: ePAGE Home, Search School Districts, Admin Tools, Edit User Info, Doc Library, **Contact NDE** (circled in purple), Logout, Planning Tool, Funding Applications, Address Book, and Help. A red arrow points from a box labeled "First, Click" to the "Contact NDE" link in the menu. The main content area is titled "Contact NDE" and includes a breadcrumb "Home >>". Below the title is a link "Washoe Contact Center (16)". A blue arrow points from a box labeled "Second, Click" to a blue link "Contact NDE" within the "General Support Questions" section. The text in this section reads: "If you have a program-related question or issue with ePAGE and cannot resolve it by reviewing the information found on each page's 'Help' link or by reviewing the [Doc Library](#), please contact NDE by clicking on the 'Contact NDE' link below. Complete the information on the screen and click the 'Send' button." Below this is a note: "Please note that sending your question to the support team mailbox will help ensure that it will be handled as soon as possible by the best available team member for the specific issue." The "Technical Questions" section follows, with a numbered list: "1. If you are experiencing a technical issue within ePAGE, please review the browser requirements by clicking on the following link." and a link "View Workstation Requirements".

You will be taken to the **User Feedback** page.

Type a Subject and a Message. When done, you may use **Spell Check** as normal; or **Reset** to clear your message to start again from scratch.

The screenshot shows the "User Feedback Form" page. The left menu bar is identical to the previous screenshot, with "Contact NDE" highlighted. The form fields are: "Your Name:" (Rob Luna), "Your Email:" (rluna@washoe.k12.nv.us), "Your Phone:" ((775)123-4567), "Your Extension:" (empty), and "Subject:" (Title I Carry Over). Below these is the "Message Content:" section with a text area containing: "Hi, Is there a limit to how much can be carried over in the Title I, Schoolwide Grant? Thanks." At the bottom of the form are three buttons: "Spell Check", "Reset", and "Send" (circled in purple with a red arrow pointing to it).

When you are ready to send your message, click **Send**.

You will see the message “Thank you for your feedback”. This indicates your message has been delivered to NDE.



The screenshot shows the Nevada Department of Education (NDE) ePAGE interface. At the top, there is a header with the Nevada Department of Education logo on the left and the State of Nevada seal on the right. Below the header, a navigation menu on the left lists various ePAGE functions: ePAGE Home, Search School Districts, Admin Tools, Edit User Info, Doc Library, Contact NDE, Logout, Planning Tool, Funding Applications, Address Book, and Help. The main content area is titled "User Feedback Form" and displays the message "Thank you for your feedback." Below this message, a "Continue" button is highlighted with a purple oval and a red arrow pointing to it. At the bottom of the page, there are links for "Contact Us", "Privacy", and "State of Nevada Home Page".

Click ***Continue***.

When done, ***Logout*** at the left menu bar.

### **School District User Manual:**

In early 2008, an ePAGE ***School District User Manual*** is expected to be available. This manual will combine step by step instructions, with helpful screen prints and examples. Look for information regarding the availability of the ePAGE ***School District User Manual*** at the ***ePAGE Home*** page, ***Announcements*** section in early 2008.